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(54) **LOCATION-BASED COMMUNICATION
SYSTEM AND METHOD FOR IMPROVING
CUSTOMER EXPERIENCE**

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(57) **ABSTRACT**

Related U.S. Application Data

(63) Continuation-in-part of application No. 14/660,115, filed on Mar. 17, 2015, now Pat. No. 9,178,841, which is a continuation of application No. 13/271,433, filed on Oct. 12, 2011, now Pat. No. 8,984,073.

(60) Provisional application No. 61/392,086, filed on Oct. 12, 2010.

A communication system comprises a server for receiving one or more requests or messages from one or more location-enabled user devices. The server typically stores the requests and retrieve them based on location information stored along with the requests. The server notifies a user when another user transmits a message while near or at one of the user's previous requests. In some instances, the users may be customers and providers.

